

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

February 2017

## Conduent

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Anchorage, AK 99508-3469

## Web Address

<http://medicaidalaska.com>

## Phone Numbers

907.644.6800  
800.770.5650 (toll-free)

## Fraud and Abuse Hotline

907.644.5975 or  
800.256.0930 (toll-free)

## Recipient Services

907.644.6800, option 6  
800.780.9972, option 2 (toll-free)

## Provider Inquiry

907.644.6800, option 1  
800.770.5650, option 1, 1 (toll-free)

## Provider Enrollment

<https://medicaidalaska.com/portals/wps/portal/ProviderEnrollment>

## Fax Numbers

SA.....	907.644.8131
SA Travel, MRI .....	907.644.5982
SA Mental Health .....	866.653.1435
SUR.....	907.644.8128
EPS .....	907.644.9845
Finance.....	907.644.8120
Training.....	907.644.9845
Attachments.....	907.644.8122
or .....	907.644.8123
Enrollment .....	907.646.4273
Provider Inquiry.....	907.644.8126

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## New Lead Screening Periodicity Requirements

Even low blood lead levels have been shown to negatively affect children's cognition, resulting in lower IQ levels, decreased ability to pay attention, and decreased academic success. Current Alaska Medicaid Early and Periodic Screening, Diagnostic and Treatment (EPSDT) regulations require lead screening for recipients under age 21 when "appropriate for age and risk factors."

In September 2016, the Centers for Medicare and Medicaid Services informed the Department of Health and Social Services that lead screening is now required at age 12 and 24 months. In compliance with the CMS directive, the following efforts are underway by the Department: the State Medicaid Medical Director will issue a notification letter to pediatric providers and physician professional organizations informing them of the new lead screening requirements; a notice of proposed regulations incorporating the new periodicity requirements will, in accordance with AS 44.62, be released for public comment in February; and billing manuals, EPSDT guidance materials, and other documents will be updated to reflect the new periodicity requirements. For more information, visit <https://www.medicaid.gov/medicaid/benefits/epsdt/lead-screening/index.html>.

## Dental Service Authorization Update Request Form Now Available

Effective February 27, 2017, requests to update an approved dental service authorization must be submitted on a Dental Service Authorization Update Request form. As of this date, dental authorization updates requested on an initial Dental Service Authorization Request form will not be accepted. This form is designed to simplify and expedite the update process. Instructions on how to fill out the form are available on the second page.

The form is available at <http://manuals.medicicaidalaska.com/docs/forms.htm>.

Questions? Please contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

## Xerox State Healthcare Becomes Conduent

Effective January 1, 2017, Alaska Medicaid's Fiscal Agent, Xerox State Healthcare, became Conduent. Over the coming weeks, labeling of all documentation, billing manuals, and reference material will transition from Xerox to Conduent.

Alaska Medicaid Fiscal Agent personnel email addresses transitioned on December 19, 2016, replacing [@xerox.com](mailto:) with [@conduent.com](mailto:). Fiscal Agent staff members will continue to receive emails addressed using Xerox through the transition period to allow contact list and email filter updates.

Alaska Medicaid Fiscal Agent processes, personnel, addresses, and phone numbers will not be impacted by the transition.

## Holiday Closures

The State of Alaska offices will be closed Monday, February 20, 2017 in observation of Presidents' Day and Monday, March 27, 2017 in observation of Seward's Day.

## Provider Training Dates

Alaska Medicaid is coming to your area! In February, training is scheduled in Bethel, Kotzebue, Kenai, and via WebEx. In March, training is scheduled in Fairbanks and via WebEx.

February	
Bethel	February 7 — 9
Kotzebue	February 14 — 16
WebEx	February 21 — 23
Kenai	February 28 — March 2
March	
WebEx	March 14 — 16
Fairbanks	March 28 — 30

### Register Today!

Alaska Medicaid training courses will guide you and your staff in understanding and billing for services reimbursed by Alaska Medicaid and Denali KidCare. Included are introductory courses such as Member Eligibility, Adjustments and Voids, Claims Management, and Service Authorizations. Register online at <http://learn.medicaidalaska.com>.

For more information about provider training, please contact the Conduent Training Department at 907.644.6800 or 800.770.5650 (toll-free in Alaska).

## Ask Medicaid

**Q:** How can our medical office make our Medicaid billing more efficient?

**A:** Providers can streamline claims submission and make payments easier to track by taking advantage of the numerous electronic resources offered by Alaska Medicaid:

- Submit claims directly in Health Enterprise for faster claims processing. For tips on how to get started, contact the Conduent Provider Training Department at 907.644.6800 or 800.770.5650 (toll-free in Alaska).
- Cut down on paper and data entry time by submitting claims electronically using the free Payerpath software. Contact the Electronic Media Claims/HIPAA Support coordinator at 907.644.6800, option 3, to get started.
- Skip the bank by authorizing an Electronic Funds Transfer (EFT) to securely deposit claim payments directly into a designated bank account. To sign up for EFT, complete and submit to Conduent the Update Electronic Funds Transfer (EFT) Form available at <http://manuals.medicaidalaska.com/docs/enrollmentforms.htm>

Questions? Please contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

